

# Sync-One2<sup>®</sup> v2

## Firmware Upgrade Procedure

### Release Notes

Notes / Tips provide helpful information on a particular item

Warnings are to ensure correct operation of equipment and prevent damage

### Requirements

- A computer running Windows 8 or newer with a free USB 2.0 or higher.
- The FW Updater tool downloaded from the Sync-One2 website.
- The Firmware file to perform the update, downloaded from the Sync-One2 website.

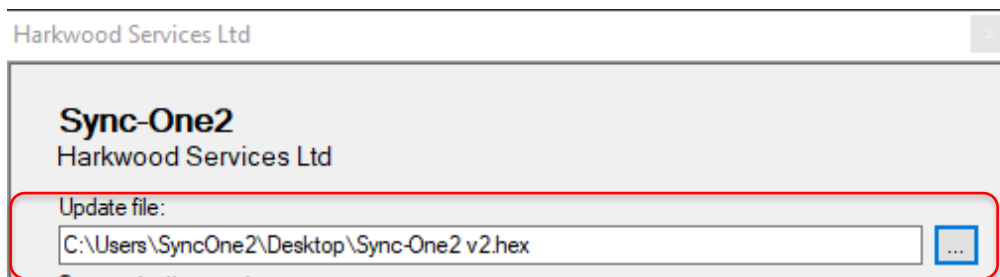
Some Windows installations will not detect the Sync-One2 v2 serial over USB port by default, so the Microchip Serial USB Driver installer may also need to be downloaded and installed. This may be downloaded from Microchip or from the Sync-One2 website.

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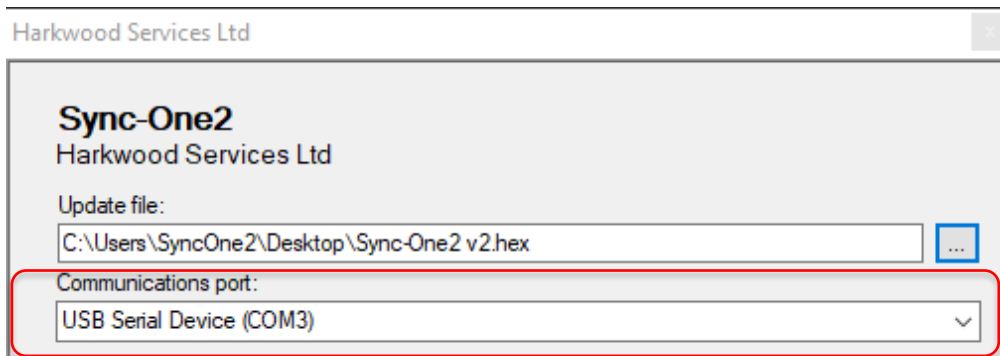
1. Install the FW Updater tool.

The upgrader application requires .NET framework 3.5, if this isn't installed you will be prompted to download and install this.

2. Connect Sync-One2 to the computer and wait for Windows to detect and install the serial over USB driver.
3. Run the FW Updater tool
4. Select the Sync-One2 Firmware file downloaded



5. Select the Communications port Sync-One2 was assigned by Windows



6. Select the Firmware Update option from the Sync-One2 menu

Select Yes and press

Sync-One2 will display the following

Waiting for PC

7. Press the Update button on the Firmware update tool, a progress bar will show and Sync-One2 v2 will display the following as the update uploads and is verified.



Do not disconnect Sync-One2 or stop the update process, doing so will corrupt the firmware image and Sync-One2 will not function until a successful update has completed.

8. Once complete Sync-One2 will reboot, the first time it boots following an update a message will be displayed saying the update has been detected and the settings will be reset to default.
9. You can confirm the firmware revision running via the `System Info` menu option

## Revision history and release notes

- V2.3.1 Released 16 November 2023
- Re-enable optimisations inadvertently omitted in v2.3.0.
- V2.3.0 Released 28 March 2023
- Added Speaker Polarity testing feature.  
Note, requires specific test file available from the Test Files section of the Sync-One2 website.
- V2.2.4 Released 14 July 2022
- Minor update to API commands. This version is required when using the Python API control example.
- V2.2.3 Released 27 January 2022
- Added checking to API START command to return an error if external audio is set but no external audio is connected.
- V2.2.2 Released 15 October 2021
- Fix to correct issue raised in V2.2.1 of auto shutoff not being suspend when the USB port is connected.
- Added Auto Off trigger message to be displayed when the auto off timeout period expires.
- V2.2.1 Released 7 October 2021
- Fix to support a manufacturer 'enhancement' to the OLED display module. Only affects serial numbers A22B3000 and higher.
- V2.2.0 Released 10 August 2021
- User request to add API calls for setting the audio and video trigger levels.  
Additional API commands added for statistics management.
- V2.1.0 Released 10 November 2019
- Correct API call to set frame rate to maximum value.
- Addition of Extended Mode to enable errors of up to +/- 3000ms to be taken.
- V2.0.2 Released 12 September 2018
- Fix the video calibration and detection algorithm to correct performance in low light facilities, e.g. post production facility with large projection based final

display. *Thanks to an impressive Dolby ATMOS Post Production facility in London for your help with testing, you know who you are, and HHB.*

V2.0.1 Internal release for field testing.

V2.0.0 Initial release of Sync-One2 v2.

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For additional support or information please visit the website, or e-mail [sync-one2@harkwood.co.uk](mailto:sync-one2@harkwood.co.uk)

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